



Job Announcement

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Opening Date:	September 26, 2013	Closing Date:	Open Until Filled
Job Title:	Enterprise Configuration Change Manager	Position Type:	Regular Full Time
PIN:	067987	FLSA Status:	Exempt
Location:	Judicial Information Systems Annapolis, Maryland	Grade/Entry Salary:	T16 -\$74,370 - \$89,083
Financial Disclosure:	Yes (Depending on Qualifications)		

Regular State employees subject to promotion/demotion policy

Essential Functions: Responsible for establishing, refining and maintaining strategy for Configuration and Change Management (CCM). This includes but is not limited to policies, standards, and procedures. Develops and maintains an integrated approach to change, configuration and release management that enables Judicial Information Systems (JIS) to assess the risks associated with implementing change to the production environment. Identifies and maintains a repository of system components so that service level objectives can be defined. Establishes controls associated with service stability and quality review. **CCA Oversight** - Establishes and leads the Change Control Authority (CCA)—this committee acts as the governing body to assess impact and scheduling constraints for JIS production and environment changes. Leads and facilitates the ongoing formal assessment activities of CCA. Facilitates the identification and resolution of complex enterprise hardware and software configuration along with change and release management problems or issues. Ensures that CCM policy and procedures are implemented across all JIS disciplines. Defines Key Performance Indicators (KPIs) and metrics to measure program performance and regularly reports these metrics to JIS executive Management. Oversees the development and deployment of training to any resources both internal and external who will effect change. Leads effort for the production change control tool. **Operational Management** -Oversees the following areas: Configuration management tool, Efforts to define and identify configuration items, Physical and functional audits, Identification and resolution of documentation gaps and deficiencies, and Establishing libraries. Manages CCM projects outside of daily operations. **Functional Management** -Manages a team of trained and skilled professionals; providing coaching and mentoring as required. Communicates with JIS Executive Management and key stake holders. Maintains knowledge of current and emerging change management practices. Performs all other duties as assigned.

Education: Bachelor's Degree from an accredited college or university in Computer Science, Information Technology, or a related field.

Experience: Five years of experience in change configuration management to include working as a liaison with business stakeholders and IT project leaders. Experience with the ITIL v3 Framework.

Preferred: Project Management Professional Certification or equivalent experience. ITIL v3 Framework Certification. Masters Degree in Computer Science, Business Management, Information Technology or other related field.

NOTE: Additional work experience as specified above may be substituted for the education requirement on a year for year basis for up to four years of the required education.

Skills/Abilities: Ability to demonstrate proficiency in change/ configuration management tools and processes. Knowledge of ITIL. Ability to participate in large scale, multi-component cross platform IT systems and projects end to end. Ability to lead a change management function and team. Ability to demonstrate strong problem-solving skills with a focus on deliverables from an end-to-end process. Ability to manage large scale projects. Ability to foster collaboration and effectively influence and negotiate. Knowledge and experience in all IT disciplines (including infrastructure and applications). Ability to establish and maintain a centralized systems support infrastructure. Knowledge of working in a large scale multi-platform transaction processing environment. Ability to work as a liaison with business stakeholders and IT project leaders to ensure IT developments move effectively through the system lifecycle. Ability to coordinate and lead change control meetings or steering committees to facilitate priorities, new requests and risk assessments as well as in-progress implementations and upgrades.

Please submit a Maryland Judiciary employment application (unsigned applications will not be accepted) or resume and cover letter stating position title and PIN. The Human Resources Department does not accept faxes and will not be responsible for applications or resumes sent to any other address.

Maryland Judiciary
Human Resources Department
580 Taylor Ave., Bldg. A-1
Annapolis, MD 21401
Email: jobs@mdcourts.gov (Zip files not accepted)

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